

# MINUTES

**4 November 2009**

7pm – 3<sup>rd</sup> floor Board Room, Sutton Gate



## BOARD OF MANAGEMENT SUTTON HOUSING PARTNERSHIP

<b>Present</b>	Findlay Macpherson (Chair), Mike Davis (Vice Chair), Mike Baldwin, Wendy Mathys, Samantha Bromige, Lesley O'Connell, Terry Haswell and Enid Bakewell
<b>Staff</b>	Andrew Taylor, Joanne Cambra, Brendan Crossan, Sara Tutton
<b>Other staff attendance</b>	Nil
<b>LBS representative</b>	Simon Latham
<b>Also attended as observers</b>	Sutton Leaseholders Association representatives (Beverley Brigden – Secretary) and Ryan Drew (Vice Chair) and Ruby Ashogun (Management Accountant SHP Finance)

### **1. Apologies for Absence/Welcomes**

Apologies were received from Ken Morgan and Dilys Lee.

The Chair welcomed Ryan Drew, Vice Chair of the Sutton Leaseholders Association.

### **2. Minutes of Last Meeting 7 October 2009 and Matters Arising**

#### **8. 2010/2011 Budget**

At the previous meeting, TH had raised his concern about a repeat of last year's lack of time to enable residents to make a full contribution. TH expressed his disappointment that this was the second year this had occurred.

BC advised that Steve Leitch was working on sending out the initial comments within the next 7 days, to be followed up by the formal survey. MD recommended that a hand delivery be organised to prevent any further delay.

**ACTION: BC** agreed to deliver to Resident Associations the following day.

**The Board approved the minutes of 7 October 2009.**

## **Strategic Items:**

### **3. Housing Inspection Feedback**

AT explained that this item was in 2 parts. At this point in the meeting it was intended to discuss the short report circulated with the agenda to give members a flavour of what had emerged from the Housing Inspection. In summary, EMT still remains confident now as it was before the Housing Inspection and believes SHP is in the place it hoped it would be. The next stage is now awaited and will be discussed later in the meeting.

FM expressed a massive thank you to everyone who was involved in the Housing Inspection process. He added that all staff had done a magnificent job and the attitude and sheer enthusiasm this time round was very evident from the last inspection. He added that SHP is a completely different organisation now, not only is it in a good place but its now changed for the better and therefore, on behalf of the SHP Board, FM asked that it be recorded that this has been a tremendous achievement and the Board recognises the effort put into the process by everyone. The Board endorsed this.

MD added that the Board did play their part in the process. FM agreed that it is important to recognise that the Board had come together magnificently over the last 12-18 months along with EMT who had contributed enormously, but he did not want each individual to be overshadowed by what the Board would or would not have done in this process.

AT asked that recognition must also be given to the contribution from Beverley of the SLA and Jean from SFTRA whose organisations have encouraged more and more residents to become involved and by making a joint contribution in the running of their estates, realise they can have a say and make a difference.

## **Operational Items**

### **4. Quarterly Balance Scorecard**

BC took the opportunity to share the same information with the Board that was given to the Housing Inspectors whilst they were here. He explained that figures show continued performance right across the board with nearly 90% of our PIs showing a marked improvement over the last year with only 5 indicators showing any decline. To ensure the appropriateness of targets, some amendments have been made to a small number of targets during the last 12 months based on updated information from last year's performance.

Finally, there has been some updated benchmarking information to enable us to compare ourselves with the London Club and other ALMOs.

Following on from last month's Board, the suggestion is that the same presentations made to the Managers Performance Forum, come to the Board. BC queried if the Board was agreeable and if so, how they preferred to receive the presentations e.g. by way of a report or presentation, or both. LO'C was agreeable to receiving either way but welcomed the opportunity to learn more about each area. MD agreed that it was a positive move to provide presentations, specifically in respect of VFM.

AT reported that November's sickness figures are not finalised but anticipated an improving trend. In response to MD's query as to where we thought we will be at the end of year, AT indicated that end of year performance would be around 11 days. FM queried whether people who are persistently ill are tracked. JC responded that its practice to track long as well as short term absences. Those on long-term sick leave are monitored and managers work to providing a consistent approach with referrals as appropriate. Both short and long-term sickness have a robust return to work assessment. It should be noted that we are coming into the cold and flu season and September/October can potentially be included within that season as well.

MB expressed concern that he was having difficulty in gauging performance without having more information available between the quarters and requested the next report incorporate 2 extra columns. BC agreed to draft a document for the Board to consider at the next meeting.

**ACTION: BC** to expand the Balanced Scorecard for consideration at the next meeting.

## **Information Items**

### **5. Monthly Performance Tracker (report provided by Julie Gray)**

FM asked whether there were any questions or comments.

MD concluded that he thought things were going well and in the right direction.

The Board noted the report

### **6. VFM & Financial Monitoring (report provided by Steve Leitch)**

On the SHP income and expenditure, AT reported a projected underspend (due to a reduced pay award) so the intention will be to look at the priorities to see whether we can use this to deliver some of those things earlier than we did last year.

The Board noted the report

### **7. Quarterly Compliments for SHP Staff (report provided by Danielle Irving)**

EB asked that the Boards congratulations be extended and recorded to all those SHP staff mentioned in the report. EB added that it was good to see all the details pinned up around the building and in the lifts and wanted to register her congratulations. LO'C agreed and added that she hoped the staff were as happy about being mentioned as much as the Board like hearing about them. In response to SB's query as to whether staff receive any remuneration, AT advised that Danielle Irving, Customer Care Manager, wrote to the staff but no payment is made.

### **8. Customer Involvement Activities**

The Board noted the report

### **9. SFTRA Executive Meeting Minutes (22 September 2009)**

The Board noted the report

### **10. Housing Advisory Group Minutes (24 September 2009)**

The Board noted the report

### **11. SLA Meeting Minutes (15 September 2009)**

The Board noted the report

### **12. Any Other Business**

### **13. Date of Next Meeting: 2 December 2009 at 7pm**